

(Updated 01/28/02)
Income Maintenance Advisory Committee
Division of Economic Support
M I N U T E S
Thursday December 20, 2001
1:00 – 3:30 p.m.

State Capitol
Room 328NW
Madison, WI

County Attendees: **Jackie Bennett**, Racine Co. WDC, **Dick Buschmann**, Milwaukee Co. DHS, **Jill Erickson**, Milwaukee Co. DHS, **Liz Green**, Dane Co. DHS, **Jane Huebsch**, Marathon Co. DSS, **Ed Kamin**, Tri-Chair, Kenosha Co. JC, **Nan Pahl**, Brown Co., **John Rathman**, Outagamie Co., **Shirley Ross**, LaCrosse Co. HSD, **Sheryl Siegl**, Winnebago Co. DHS

State Attendees: **Chuck Billings**, DWD/DWS/Fraud, **Jo Kutzner**, DWD/DWS/BPS, **Gerry Mayhew**, DWD/DWS/Training, **Pat McDonnell**, DWD/DWS/AO, **Cheryl McIlquham**, DHFS/DHCF/BHCE, **Mary Rowin**, DWD/DWS Deputy Administrator, **Marilyn Rudd**, and **Rick Zynda**, Tri-Chair, ONSPI.



General Administrative Announcements

Ed Kamin asked for approval of the November meeting minutes, no objections heard, seconded and approved.

Note: Minutes are available on-line on the Partner Page:
<http://www.dwd.state.wi.us/dws/w2/imac/minutes/2001/2001-minutes.htm>.

Administrative Items -

Rick Zynda had updates on the Farm Bill, this Bill includes the Food Stamp 2002 Act. The Bill had been heavily debated and attempts had been made to bring it to a vote, unfortunately, that didn't occur. It will be brought back after the first of the New Year, after the new budget bill is out. The issues that kept it from coming to a voter were non-food stamp related. The biggest issue will now be the budget.

States can consider writing waivers. We will re-discuss a number of areas, i.e. if we want to go forward with items like Change Reporting, and what Michigan is doing to bring down its error rate.

Ed Kamin announced a statewide, day-long symposium being held for all W-2 and IM agencies. They will look at a number of issues, one being work-loads. It will, potentially, be held in Stevens Point around February 20th. At this time no site has been determined. The February IMAC falls around the same timeframe, so we may move the site of that meeting to Steven's Point as well.

This meeting is sponsored by Wisconsin County and Human Services Association (WCHSA). Both line staff and Supervisors will be present to assist not only with ideas but to provide checks and balances during the discussions. Among the hoped for outcomes, there will be a letter to both Department of Workforce Development (DWD) and Department of Health and Family Services (DHFS) Secretaries setting forth the concerns of all local agency providers.

Food Stamp Program - Transfer to DHFS

The State's budget issues and the state's hiring freeze have contributed to concerns regarding the timing of the Food Stamp Program transfer. Consequently, there has been some discussion about delaying the transfer, but no decisions have been made. The long-term goal of better coordination the food stamp and Medicaid programs by administering them through a single state agency remains rather, this is a timing issue.

Although initially, it was the goal of both DWD and DHFS to submit a plan to DOA for Joint Committee on Finance review at their December 2001 meeting, the Departments are now preparing a report for the March 2002 date, as required by state statute.

Ed asked if there were any updates on the Training Unit/Call Center/etc.? John Haine responded that as a result of IMAC feedback, and feedback from other state staff, the Functions workgroup will recommend that the work relating to training and the Call Center remain intact. Cheryl further stated that the IMAC feedback was very valuable and will be considered in all future discussions as well. We will continue to seek that feedback throughout the coming months.

State statutes transfer the program effective July 1, 2002. A statutory change would be required to modify the date of the transfer.

Coordination of Workgroups

Part of the morning discussion, at the Income Maintenance Technical Advisory Committee (TAC) meeting, was devoted to the effort to coordinate workgroups. They concluded that all workgroups should have an agenda and minutes. The minutes and agenda should, through some means, be shared with everyone. The vehicle for communicating should allow reading, or query, and allow people to forward concerns or suggestions. Perhaps a web page could be created?

While discussing workgroups and the ability to reach a wide-range audience the current Medicaid/BadgerCare simplifications was raised. There are workers that feel there wasn't a broad enough audience pulled into these discussions. These workers feel that clients who don't read or have a limited understanding of reading material do better with face-to-face contact.

The simplification process was discussed widely and over a long period of time. John pointed out that there were discussions with agencies, advocates, Regional Office meetings, etc. Cheryl agreed that a means to assure issues are widely discussed, i.e. the workgroup coordination, is important. BHCE will continue to evaluate and monitor the processes and outcomes.

Shirley Ross encouraged her fellow IM Directors to embrace the MA simplification. It's not all negative; look at the purpose, it's what in the future, and it's what we need to do. It's necessary to re-think our approach to client access, and by example lead our staff. Further, it's important to hear ourselves; it's not going to work unless we make it work. Customers can still be helped.

There are a number of issues that need addressing; the one-day WCHSA seminar will hopefully have time to discuss them.

CARES

At our last meeting Jill Jokela mentioned our request to Deloitte to give recommendations regarding driver flows, Employment Program case structure, etc.

Challenges we found as we began looking at the agency models were –

- W-2/IM

- IM only
- W-2 only

The number of agency models is further complicated by the 11 - 14 worker types.

Both the State and Deloitte are trying to pull the above data together to identify the current practices and process models. They are both talking to Regional Offices and local agencies.

A sub-committee of C&I and IMAC could be created to assure a flow of information. In the morning session a CARES Strategic Planning Advisory Group was identified and Dick Buschmann, Ed Kamin and Mike Van Dyke were identified as members of the committee.

Redesign of the Administrative Structure will be one of the first phases of re-design. A working knowledge of CARES would serve a member of this work phase but, its primary focus will be on program delivery, thinking outside of the box, a bolder process. No changes will be designed until they have gone through field testing and a “daily user” review.

We’re looking at –

Master client/utility system in common
Allows more functional independence

FEV – self-screening, streamlining for independent programs.

The hope is to begin some redesign phases within this SFY. That’s what we’ll be discussing with the sub-group – are these changes promising, what do you like? Feed back from you is critical. The timeframe for starting is the first quarter of the coming year – February 2002.

Printing Applications

A handout was given to IMAC for review, attachment I.

Historically the State has awarded a printing contract for the applications listed below. Vilar Arts won the last contract to print the five applications listed below. Agencies ordered from that printer and paid the costs.

The five (5) forms were –

▪ **DES-2035, Application and Review form, MA & Food Stamps (CAF)**

- ❖ ‘97 – ‘98 orders of 54,089
- ❖ this form is currently being updated and shortened, and that is not reflected in the printing costs shown below
- ❖ Price 10 to 100 books – .80 each
- ❖ Price 101 to 500 books – .65 each
- ❖ Price 501 to 1000 books – .60 each
- ❖ Price 1001 plus – .55 each

▪ **DES-2034, Application and review form for MA Assistance, Nursing Homes/Inst.**

- ❖ ‘97 – ‘98 orders of 37,148
- ❖ this will be **replaced by a new EBD form at no cost to the Agencies**

▪ **DES-2379, Application & Review form for Food Stamps for SSI recipients,**

❖ '97 – '98 orders of 10,987

- ❖ Price 10 to 100 books – 2.56 each
- ❖ Price 101 to 500 books – 2.40 each
- ❖ Price 501 to 1000 books – 2.10 each
- ❖ Price 1001 plus – 1.86 each

▪ **DES-2471, Wisconsin Works, W-2 Application**

❖ '97 – '98 orders of 7,763

- ❖ Price 10 to 100 books – 1.02 each
- ❖ Price 101 to 500 books – .95 each
- ❖ Price 501 to 1000 books – .88 each
- ❖ Price 1001 plus – .65 each

▪ **DES2272, Application and Review Form, Medical Assistance, Healthy Start**

❖ **this form is now obsolete**

That contract has expired. It's necessary either to send out a new RFP or make the remaining forms available on-line for downloading. It was decided that we would bring the issue before this committee for discussion. It was discussed and tabled so that the IMAC members can determine what printing, without a State contract, will cost. This will be on our January agenda.



Next meeting:

Date: January 17, 2002

Location: GEF III, ROOM 041

APPLICATION FORMS PRINTING CONTRACTOR VERSUS ON-LINE AVAILABILITY

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The State is proposing on-line availability through the DWD Partner Page. Agencies would then download the application forms, as needed.

PROS

- ❖ Print as needed, reducing shelf stock
- ❖ Eliminate back order issues
- ❖ Current versions always available – less waste of outdate shelf stock
- ❖ The new, shortened version of the DES-2035 may cost less to reproduce locally

CONS

- ❖ Costs may vary across the State
- ❖ Some forms may cost less – others more

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